

U.S. Department of State
INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3FAH-2)				
1. Post <div style="text-align: center;">Panama</div>	2. Agency <div style="text-align: center;">State</div>	3a. Position Number <div style="text-align: center;">313201 97974035</div>		
3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
4. Reason For Submission <input type="checkbox"/> a. Redescription of duties: This position replaces <div style="margin-left: 40px;">(Position Number) _____ (Title) _____ (Series) _____ (Grade)</div> <input type="checkbox"/> b. New Position <input type="checkbox"/> c. Other (explain) <u>Change in duties, responsibilities and qualifications required by American Supervisor</u>				
5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority WHA/EX/FRC	Maintenance Inspector – 1205	FSN-8		9.13.16
b. Other				
c. Proposed by Initiating Office				
6. Post Title of Position (<i>if different from official title</i>) Facility Manager Assistant		7. Name of Employee		
8. Office/Section Management		a. First Subdivision Facility Maintenance		
b. Second Subdivision		c. Third Subdivision		
9. This is a complete and accurate description of the duties and responsibilities of my position. <div style="border-top: 1px solid black; margin-top: 20px;">Printed Name of Employee</div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="border-top: 1px solid black; width: 45%;">Signature of Employee</div> <div style="border-top: 1px solid black; width: 45%;">Date (mm-dd-yyyy)</div> </div>		10. This is a complete and accurate description of the duties and responsibilities of this position. <div style="border-top: 1px solid black; margin-top: 20px;">Printed Name of Supervisor</div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="border-top: 1px solid black; width: 45%;">Signature of Supervisor</div> <div style="border-top: 1px solid black; width: 45%;">Date (mm-dd-yyyy)</div> </div>		
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. <div style="border-top: 1px solid black; margin-top: 20px;">Printed Name of Chief or Agency Head</div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="border-top: 1px solid black; width: 45%;">Signature of Chief or Agency Head</div> <div style="border-top: 1px solid black; width: 45%;">Date (mm-dd-yyyy)</div> </div>		12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. <div style="border-top: 1px solid black; margin-top: 20px;">Printed Name of Admin or Human Resources Officer</div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="border-top: 1px solid black; width: 45%;">Signature of Admin or Human Resources Officer</div> <div style="border-top: 1px solid black; width: 45%;">Date (mm-dd-yyyy)</div> </div>		
13. Basic Function of Position <p>The Facility Maintenance Assistant serves as the Deputy Facility Manager and is responsible for the continuity of support of the facility maintenance program at the U.S. Mission, Panama. The incumbent is responsible for the Residential Portfolio and meeting overall ICASS customer service expectations as they relate to all residential building preventative maintenance, scheduled, and make readies operations. The incumbent will work closely with the two Facility Service Coordinators and the LES Residential Supervisor to track, complete, and close out all open and outstanding work orders. Incumbent will report to the American Facility Manager for supervisory and professional instruction.</p>				
14. Major Duties and Responsibilities				

1. The incumbent is primarily responsible for managing the Facility Maintenance Residential portfolio program. This will include maintaining the work flow timeline and control of the LES staff in performing their duties. Coordinate multiply task scheduling for work orders and request frequent updates on the progress of outstanding work orders from the Facility Service Coordinators and LES Residential Supervisor. The incumbent serve as the COR for cleaning, gardening, and maintenance repairs residential properties. Incumbent will also conduct negotiation for these serves. **50%**
2. Provides day to day oversight of residential building maintenance operation through the assigned Facilities staff of 26 skilled and semi-skilled technicians. The incumbent is responsible for collaborating with other sections to ensure scheduling of make ready activities are met on time, and advising the Facility Manager on specific issues needed at all residential properties. This includes frequent quality contract site visit to all 130 residential properties and maintenance shop spaces. **20%**
3. Assists the Facility Manager in the overall management of the section and act as on behalf of the Facility Manager during his/her absence. **10%**
4. Supports the Facility Manager on Controlled Access Area (CAA) related maintenance requirements and may serve as CAA Escort when required at the Chancery. **10%**
5. The incumbent assists and supports the Facility Manager with implementing the Department of State mandated Safety Health Environmental Management (SHEM) program. Reports SHEM issues to the Facility Manager and recommends change or repairs in accordance to the SHEM guidelines. Assists with compliance reporting. **10%**

NOTE: This position description in no way states or implies that these are the only duties to be performed by Incumbent. Incumbent will be required to perform other duties as assigned by the agency.

15. Qualifications Required For Effective Performance

- a. Education: Completion of University degree in Business Administration or Management is required.

- b. Prior Work Experience: Must have 4 years' experience in a construction or maintenance related field and at least 3 years of supervisory experience working with personnel and material management.”.

- c. Post Entry Training: Subject to funding and course availability, post will enroll the incumbent into a SHEM sponsored Integrated Pest Management training seminar to assist the incumbent in providing knowledgeable answers to pest problems incurred at post. The incumbent will also be enrolled in an FSI training course - PA 296 How to be a Contracting Officer Representative.

- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):
English Level IV (Fluent) speaking, reading, and writing is required. Spanish level II speaking is required.

- e. Job Knowledge: Must demonstrate knowledge of the US Mission Panama roles and responsibilities after six months. Basic knowledge of USG guidelines and regulations for personnel security matters as CAA Escort and demonstrate basic knowledge of U.S. building codes where applicable to local contractors. Knowledge of the physical infrastructure, grounds, utilities, for residential properties required. Knowledge of computer applications such as Microsoft Excel and Office is required. Department of State uses numerous customized computerized systems.

- f. Skills and Abilities: Must have well developed written and oral communication skills. Must be an active and objective listener and have the ability to motivate personnel. Must be able to use computers, create and navigate a variety of programs including Microsoft Word, Excel and Microsoft Outlook. Must be able to effectively use and navigate the Internet. Must have strong, proactive and customer oriented interpersonal skills. Local driver's license (Type C) is required. Plan and schedule multiply daily work load.

16. Position Elements

- a. Supervision Received: Directly supervised by the Facility Manager (FM). May receive guidance from the General Services Contracting Officer on contract and procurement issues.

- b. Supervision Exercised: Incumbent directly supervises the LES Residential Supervisor and two Facility Service Coordinators in the performance of their duties. Indirectly supervises 26 LES technical and gardening personnel in the absence of the respective LES Residential Supervisor. Provides oversight and quality control of contractor performance.

- c. Available Guidelines: Foreign Affairs Manual and Handbook, specifically 15 FAM and 15 FAH-2. Publications from OBO/SHEM website (www.obo.state.gov) i.e. Post Management policy and notices. Guidance from the Facility Manager.

- d. Exercise of Judgment: Works closely with Facility Manager but may act independent of direct supervision to judge level of effort or accomplishment of Facility personnel. Will develop responses to oral and written inquiries on facilities maintenance and service issues for short term leased residences involving landlord intervention. May decide schedule of activities for work schedule and make independent changes where no conflict arises.

- e. Authority to Make Commitments: May commit USG purchased materials and available manpower to complete work already approved or to accomplish work related to urgent or emergency intervention as long as no financial transaction is required.

- f. Nature, Level and Purpose of Contacts: Extensive contacts with all members of the Mission, American community including employees and members of household. May have external contacts including local contractors, Landlords and businesses in order to request services and respond to inquiries about contract schedules, issues, and general follow up.

- g. Time Expected to Reach Full Performance Level: One year probationary period for full performance level achievement. Six month review of probationary performance required.